QA Audit W23

📅 **date of audit:** 3.06.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 2.06.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna regarding an issue with a delivery that was left outside their door without notification.

Outcome: The agent provided guidance on how to report the problem through the Klarna app and advised the customer to first contact the delivery service for assistance. The agent also explained the process for escalating the issue if the delivery service does not respond.

⬆️ **Positive notes:**

Splendid to first of all recommend self-service to the customer and a really good description of the dispute process.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ❗ **-** Inappropriate Closing of Interaction

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? - ✅

🛠️Improvement Opportunities:

Store name is also a valid ID point so since the customer mentioned the store name, you got the full name and personal number there was no need to ask for anything else.

!>>This is not marked this time but in the future, remember to not overidentify. Three correct ID-points is all we need.<<!

Closing:

Keep in mind that we should thank the customer for contacting Klarna in all the calls. Usually you are good at remembering this.

Audit passed or failed:

Not Passed